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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the medical records clerk occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Nine duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). Duties include: processing charts; maintaining indexes; performing admission tasks, receptionist functions, and record storage and retrieval; preparing statistical reports, birth and death certificates, and infant releases; releasing patient information; and transcribing medical records. (BP)

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Occupational Analysis

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CE 004 185

MEDICAL RECORDS CLERK

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Instructional Materials Laboratory
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5181

AN ANALYSIS OF THE MEDICAL RECORDS CLERKING OCCUPATION

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TABLE OF CONTENTS

Foreword v

Preface vii

Acknowledgment ix

Job Description xi

Duties

A Processing Charts 1
B Maintaining Indexes 21
C Performing Admission Tasks 39
D Performing Receptionist Functions 45
E Performing Record Storage and Retrieval 55
F Preparing Statistical Reports 61
G Preparing Birth and Death Certificates and Infant Releases 67
H Releasing Patient Information 73
I Transcribing Medical Reports 89

FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics, and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge, safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

A gener[illegible]pproach was used in describing the tasks of a Medical Records Clerk. These tasks would vary depending [illegible] whether the clerk was employed in a small or large hospital, health care institution, clinic, or laboratory. [illegible] attempted to generalize our tasks to fit a wide range of medical facilities.

In very small organizations, the Medical Records Clerk may also transcribe medical records. For this reason, the tasks of the transcriptionist were included. For larger hospitals, the Medical Records Clerk and the Medical Records Transcriber would be two separate job areas.

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JOB DESCRIPTION

Files and retrieves medical records and loose reports of hospital and clinic patients; maintains a signout system of records and an updated index file of patients; and services patients' index for identifying patient by record number.

Routinely checks for the existence of any prior medical record of every patient admitted as an inpatient or as an outpatient. Retrieves any prior record for inclusion with current record. May type index card from source reference sheet. Updates patients' index file by filing new cards or recording additional data on existing cards and audits patients' index for any misfiles. Notes on index card when record is pulled and to which medical unit or physician it is being sent. Files cards according to established filing system.

Files medical records by established numbering system and rechecks filing for proper location on filing shelves.

Answers inquiries from hospital departments regarding existence and whereabouts of medical records on specified patients. Repairs or replaces worn or torn folders and may issue file folder on new admissions and dispatches them to patient care areas. Routinely retrieves records of patients scheduled for admission to clinic or hospital.

Follows established procedures for dispatching medical records to other areas of the hospital.

Receives requests for information from medical records of patients by mail or telephone from such sources as physicians, patients, lawyers, insurance companies, or health and welfare agencies. Processes requests for delivery of records for use in answering correspondence. Checks for properly executed authorization to release medical information on designated patients. Follows specified procedures for abstracting or copying specified portions of medical records. Compares signatures and types standard letters to requesting parties following established policies and procedures on the release of medical information.

Performs related duties such as answering and routing telephone calls and receiving people requesting information and services in the department.

Transcribes medical reports on diagnostic workups, therapeutic procedures, and clinical resumes for inclusion in medical records and for transmission to physicians or other medical care facilities, using transcribing machine and typewriter.

Operates transcribing machine through the use of dials and pedals to control quality of voice reproduction and speed of dictation, and uses ear devices to listen. Follows prescribed procedures for the use of various forms with one or more carbon copies in typing particular reports. Follows specified procedures for dispatching

finished reports to designated persons for approval and signature of dictator and for dispatching carbon copies to designated persons or offices. Responsible for verifying accuracy of the dictator in identifying the patient by name, hospital number, location in hospital, and any address which may involve the use of patient name files. Makes entries on prescribed control forms in regard to which report was transcribed for a particular patient, dates dictation was received and transcribed, and name of dictator.

Job performance may involve the use of electric or automatic typewriters as well as disc, belt, or tape-driven dictating and transcribing equipment.

* Taken in part form Job Descriptions and Occupational Analysis for Hospitals and Related Health Services, Superintendent of Documents, U. S. Government Printing Office, Washington, D. C. 20402

Duty A

Processing Chart (discharge patients)

1 Abstract information from record for manual indexes and/or statistics
2 Abstract information from record onto data processing source document
3 Analyze chart
4 Assemble record in proper order
5 Attach late miscellaneous reports to chart after initial assembly
6 Complete records by other departments, e. g., route charts, request missing reports
7 Complete records by physician
8 File chart in appropriate sequence of files
9 Route charts through medical review committee

(TASK STATEMENT) ABSTRACT INFORMATION FROM RECORD FOR MANUAL INDEXES AND/OR STATISTICS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Source document (patient's chart) Abstract forms Basic office supplies	Select information Use information from abstract form to record in proper index; i.e. list indexes given below in science	
DECISIONS	**CUES**	**ERRORS**
Determine accuracy of recorded information	Original source of data	Misrecording information Indexes are used to compile information for evaluation reports, and errors could cause inaccurate conclusions to be drawn from these reports.

(TASK STATEMENT) ABSTRACT INFORMATION FROM RECORD FOR MANUAL INDEXES AND/OR STATISTICS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Patient's chart	Comprehension Detail/inference Reports Medical terminology Instructions
Writing	Transfer data	Classification Medical terminology Logic

(TASK STATEMENT) ABSTRACT INFORMATION FROM RECORD ONTO DATA PROCESSING SOURCE DOCUMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Data processing system manual Source document (patient's chart) Abstract forms Basic office supplies	Follow "Data Process System" manual File reports when received Determine number of hospital days	

DECISIONS	CUES	ERRORS
Determine accuracy of recorded information	Original source of data	Transferral of data errors from chart to abstract Inaccurate recording of information would lead to inaccurate indexes and statistics

(TASK STATEMENT) ABSTRACT INFORMATION FROM RECORD ONTO DATA PROCESSING SOURCE DOCUMENT

SCIENCE	MATH – NUMBER SYSTEMS
	Fundamental operations (calculations) Addition and subtraction algorithms

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Patient's chart	Comprehension Detail/inference Reports Medical terminology Instructions
Writing	Transfer data	Classification Medical terminology Logic

(TASK STATEMENT) ANALYZE CHART

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Deficiency slips Basic office supplies Patient's chart	Check record for deficiencies and missing reports Note deficiency and missing reports on deficiency slips Place in appropriate file for correction of deficiencies Place in next appropriate file if no deficiencies are found	

DECISIONS	CUES	ERRORS
Determine deficient files	Apparent deficiencies	Deficiencies should be clearly noted in order that they may be corrected. If not discovered early, deficiencies are extremely more difficult to correct at a later date or chart may be filed incomplete.

(TASK STATEMENT) ANALYZE CHART

SCIENCE	MATH – NUMBER SYSTEMS
	Fundamental operations (calculations) Addition, subtraction, multiplication, and division algorithms

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Charts, files	Visual analysis Detail and inference Recognition of symbols, codes and emblems

(TASK STATEMENT) ASSEMBLE RECORD IN PROPER ORDER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
All patient reports (x-ray, consultation, laboratory, out patient, clinic notes, etc.) Patient's folder Basic office supplies	Assemble record in designated order Be sure that each page of the chart includes correct patient name and number Attach appropriate protective devices to assure chart security (clips, backing, etc.)	

DECISIONS	CUES	ERRORS
Determine proper integrated record processes	Institution's policy	Overlooking misfiled information Once initial assembly is completed, misfiled information is very difficult to discover and could lead to erroneous studies, indexes, and statistics

(TASK STATEMENT) ASSEMBLE RECORD IN PROPER ORDER

SCIENCE	MATH – NUMBER SYSTEMS
	Locate by approximation rational numbers and integers on the number line (sequential ordering)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Files	Visual analysis Recognition of symbols Codes and emblems Logic

(TASK STATEMENT) ATTACH LATE MISCELLANEOUS REPORTS TO CHART AFTER INITIAL ASSEMBLY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Late miscellaneous reports Patient's chart Basic office supplies	Sort according to filing system Locate chart Place late miscellaneous reports in proper order in file	

DECISIONS	CUES	ERRORS
Determine proper order	Institution's policy	Missing or misfiled reports will cause an incomplete or erroneous medical record which could affect future medical care, medical audit studies, and statistical information

(TASK STATEMENT) ATTACH LATE MISCELLANEOUS REPORTS TO CHART AFTER INITIAL ASSEMBL

SCIENCE	MATH – NUMBER SYSTEMS
	Locate by approximation rational numbers and integers on the number line (sequential ordering)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Files	Visual analysis Recognition of symbols, codes, and emblems Logic

(TASK STATEMENT) COMPLETE RECORDS BY OTHER DEPARTMENTS, e. g., ROUTE CHARTS, REQUEST MISSING REPORTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Patient's chart with deficiencies slip Interoffice memo Telephone	Notify other departments of missing reports and/or deficiencies as noted on the deficiencies slip Follow up to make sure deficiency is corrected Note: A record cannot be considered complete until all entries in the record are complete and all parts of the record are attached	

DECISIONS	CUES	ERRORS
Determine appropriate persons to contact in other departments	Type of deficiency	Incomplete record (note: see above)

(TASK STATEMENT) COMPLETE RECORDS BY OTHER DEPARTMENTS, e. g., ROUTE CHARTS, REQUEST MISSING REPORTS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Request information	Clarity of expression Appropriate diction and enunciation Vocabulary Good grammar Courtesy and tact

(TASK STATEMENT) COMPLETE RECORDS BY PHYSICIAN

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Patient's chart Telephone and/or letter Physicians' directory Basic office supplies Physician's file of incomplete records	Accumulate individual physician's deficiencies Notify physician of such deficiencies Renotify as necessary Note: record is not considered complete until all areas for which the physician is responsible are completed	

DECISIONS	CUES	ERRORS
Determine point of notification	Institution's policies on amount and type of deficient information	Incomplete records (note: see above)

(TASK STATEMENT) COMPLETE RECORDS BY PHYSICIAN

SCIENCE	MATH – NUMBER SYSTEMS
	Chronological computations as to age of the chart

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Telephone requests for information	Clarity of expression Vocabulary Appropriate diction and enunciation Good grammar Courtesy and tact
Writing	Written requests for information	Spelling

(TASK STATEMENT) FILE CHART IN APPROPRIATE SEQUENCE OF FILES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Patients' charts and files	Determine proper sequence of files File chart	

DECISIONS	CUES	ERRORS
Discriminate between alphabetical, chronological, terminal digit, and numerical filing as proper sequence	Institution's policy	Misfiling will lead to delayed retrieval of record which could in turn lead to delayed treatment of patient if needed in an emergency situation Chart might not be included in appropriate studies or may deviate from the standard process flow of the record

(TASK STATEMENT) FILE CHART IN APPROPRIATE SEQUENCE OF FILES

SCIENCE	MATH – NUMBER SYSTEMS
	Locate by approximation rational numbers and integers on the number line (sequential ordering)

28

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Charts and files	Visual analysis Logic Recognition of symbols, codes, and emblems

29

(TASK STATEMENT) ROUTE CHARTS THROUGH MEDICAL REVIEW COMMITTEE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Patient's chart File area for review committee charts	File charts in appropriate area Prepare charts for committee review After review, file charts in appropriate file	
DECISIONS	**CUES**	**ERRORS**
Determine proper preparation of chart	Institution's policy Apparent deficiencies	The chart would leave the normal chart flow process and could not be located upon request as needed

(TASK STATEMENT) ROUTE CHARTS THROUGH MEDICAL REVIEW COMMITTEE

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Classify charts as to specific review committee	Visual analysis Logic Recognition of symbols, codes, and emblems

Duty B Maintaining Indexes

1 Abstract information from patient record onto data processing source document
2 Coding of diseases and operations
3 Maintain average length of stay by clinical service index (manually)
4 Maintain diseases and operations index (manually)
5 Maintain patients' index (manually)
6 Maintain physicians' index (manually)
7 Maintain registers, e.g., birth, death (manually)
8 Prepare daily census report

31

(TASK STATEMENT) ABSTRACT INFORMATION FROM PATIENT RECORD ONTO DATA PROCESSING SOURCE DOCUMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Data processing system manual Source document(patient's chart) Abstract forms Basic office supplies	Follow "Data Process System" manual for completion of this task File reports when received	

DECISIONS	CUES	ERRORS
Determine information to be abstracted	"Data process system" manual	Transferral of data errors from chart to abstract Many indexes are generated by the process. Misrecorded information may cause errors in indexes which, in turn, could lead to inadequate data for both medical studies and administrative statistical reports

(TASK STATEMENT) ABSTRACT INFORMATION FROM PATIENT RECORD ONTO DATA PROCESSING SOURCE DOCUMENT

SCIENCE	MATH – NUMBER SYSTEMS
	Fundamental operations (calculations) Addition and subtraction algorithms [Determine number of hospital days]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Transferral of data	Comprehension Informational reports
Writing	Transferral of data	Logic Spelling Informational reports

(TASK STATEMENT) CODING OF DISEASES AND OPERATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Code books Instruction book Basic office supplies Source document (patient's chart)	Follow instructions in appropriate coding manual Record appropriate code for each diagnoses and operation in appropriate area of chart Spot and interpret poor terminology on the part of the physician	

DECISIONS	CUES	ERRORS
Determine proper code	Code books and systems (S.N.D.O., I.C.D.A.–8, H.–I.C.D.A., S.N.O.P.) Institution's policy	Accurate coding of the correct diagnosis and operation is essential as indexes are maintained by this number

(TASK STATEMENT) CODING OF DISEASES AND OPERATIONS

SCIENCE	MATH – NUMBER SYSTEMS
	Use of numbers without calculation - given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal

35

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Diagnosis and operation reports	Classification Terminology General vocabulary Logic
Reading	Code books	Comprehension Definition Terminology

35

(TASK STATEMENT) MAINTAIN AVERAGE LENGTH OF STAY BY CLINICAL SERVICE INDEX (MANUALLY)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Register Patient's chart Basic office supplies Daily analysis of hospital service form Calculator (desirable)	Abstract appropriate information from chart to register book Prepare monthly index	

DECISIONS	CUES	ERRORS
Discriminate between services	Institution's policy	Inaccurate recording of this information would produce faulty statistical reports which are used in administrative planning and include bed allocation per service, growth rates, etc.

(TASK STATEMENT) MAINTAIN AVERAGE LENGTH OF STAY BY CLINICAL SERVICE INDEX (MANUALLY)

SCIENCE	MATH – NUMBER SYSTEMS
	Fundamental operations (calculations) Addition, subtraction, division, and multiplication algorithms

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Charts	Comprehension Terminology
Writing	Transfer data	Classification Terminology General vocabulary Logic

37

(TASK STATEMENT) MAINTAIN DISEASES AND OPERATIONS INDEX (MANUALLY)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Disease or operation index card Visible or vertical file Typewriter (optional) Patient's chart Basic office supplies Color coded files Medical dictionary Reference book on medical appropriations	Pull appropriate disease and operation index cards Record appropriate information onto card File card	

DECISIONS	CUES	ERRORS
Determine proper order	Files are arranged in numerical order by disease or operation code number	Pull wrong card Record wrong information on right card The file indexes are used for medical care evaluation studies by specific disease entities and cases that had been misrecorded would be excluded from appropriate study and included in an inappropriate study

(TASK STATEMENT) MAINTAIN DISEASES AND OPERATIONS INDEX (MANULLY)

SCIENCE	MATH – NUMBER SYSTEMS
	Uses of numbers without calculation - given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal

39

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Charts	Comprehend common medical abbreviations Terminology
Writing	Transfer data	Classification Terminology General vocabulary Logic

(TASK STATEMENT) MAINTAIN PATIENT'S INDEX (MANUALLY)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Master patient file Typewriter (optional) Basic office supplies Master patient index cards Source documents (admission forms)	Obtain admissions information Check for patient index card on file upon admission Update, if on file Complete new card if not on file with appropriate information	

DECISIONS	CUES	ERRORS
Determine correct information	Check admitting information against old cards for inconsistencies Watch for maiden names and similar spellings	The patient index is the primary source leading to all information for that patient. If inaccurate information is recorded, records of that patient may be irretrievably lost and inhibit appropriate medical care.

(TASK STATEMENT) MAINTAIN PATIENT'S INDEX (MANUALLY)

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Admission information	Comprehension Informational reports Terminology
Writing	Transfer data	Classification Terminology General vocabulary Logic

(TASK STATEMENT) MAINTAIN PHYSICIANS' INDEX (MANUALLY)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Visible or vertical file (desirable) Typewriter (optional) Physicians' index cards Basic office supplies Source document (patient's chart or discharge sheet)	Pull appropriate physician card Record appropriate information on file card	
DECISIONS	**CUES**	**ERRORS**
Determine if more than one physician was responsible for the care of patient	Be aware of correct spelling of physician's name Look for more than one physician on the case	Pulling wrong card Recording wrong information on the right card Some medical care evaluation studies are done on the patients of the particular physician and misrecording of information could exclude a case from an appropriate study

(TASK STATEMENT) MAINTAIN PHYSICIANS' INDEX (MANUALLY)

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Physician card	Comprehension Terminology
Writing	Transfer data	Classification Terminology Logic

(TASK STATEMENT) MAINTAIN REGISTERS, e. g., BIRTH, DEATH (MANUALLY)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Register book(s) Pens (different colors) Birth and death certificates	Record appropriate information in register from appropriate certificate Use red ink to record fetal deaths	

DECISIONS	CUES	ERRORS
Discriminate between types of information for recording	Fetal deaths would not be counted as a birth and a death, but as a special case	Miscopy information Maintenance of data for vital statistics agencies must be highly accurate as this is the most widely recognized official record

(TASK STATEMENT) MAINTAIN REGISTERS, e. g., BIRTH, DEATH (MANUALLY)

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Certificates	Comprehension Detail/inference Terminology
Writing	Transfer data	Classification Terminology Logic

45

45

(TASK STATEMENT) PREPARE DAILY CENSUS REPORT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Twenty-four hour reports from each inpatient care unit or floor of hospital (daily floor census) Typewriter Basic office supplies Adding machine Daily hospital census form	Transfer data from unit reports to hospital census form Check figures for accuracy Prepare the form for distribution Route to various departments File office copy	

DECISIONS	CUES	ERRORS
Determine accuracy of information	Be sure all reports are accounted Cross check figures with original data	Recording figures in wrong columns Missing reports or errors in computations will cause an inaccurate final report which, in turn, generates faulty statistics with which administration and other agencies use in planning

(TASK STATEMENT) PREPARE DAILY CENSUS REPORT

SCIENCE	MATH – NUMBER SYSTEMS
	Fundamental operations (calculations) Addition and subtraction algorithm

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Process report	Comprehension Detail/inference Terminology
Writing	Transfer data	Classification Format Terminology Logic

Duty C Performing Admission Tasks

1 Admit new patient
2 Re-admit patient

48

(TASK STATEMENT) ADMIT NEW PATIENT

49

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Admission data Typewriter Master patient index cards Patient's folder Basic office supplies	Obtain admitting information Complete new master patient index card and file in appropriate area Complete new patient folder File patient folder in appropriate area Note: medical records department may be responsible for assigning new patient number	

DECISIONS	CUES	ERRORS
Determine whether new or re-admitted patient	Patient's information, old files	Misrecording information on newly admitted patient could lead to the inability to find the record if in the future the patient is again admitted as well as possibly leading to faulty statistical reports

(TASK STATEMENT) ADMIT NEW PATIENT

SCIENCE	MATH – NUMBER SYSTEMS
	Locate by approximation rational numbers and integers on the same number line (sequential ordering)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Admitting information	Comprehension Detail/inference Information reports
Writing	Transfer data	Classification Terminology Logic

(TASK STATEMENT) RE–ADMIT PATIENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Admitting information Patient's folder Alphabetic index card file Typewriter Basic office supplies	Obtain admitting information Locate patient's name in alphabetical index file and update index card Locate patient's folder Pull folder from files Replace with out guide Route to appropriate area Note: system may dictate updating of patient folder	

DECISIONS	CUES	ERRORS
Determining whether new or re-admitted patient	Patient's information Old files Name change	Failure to identify patient as having been previously admitted results in his/her medical record not being utilized by the doctor in his/her care of the patient

(TASK STATEMENT) RE–ADMIT PATIENT

SCIENCE	MATH – NUMBER SYSTEMS
	Locate by approximation rational number and integers on the number line (sequential ordering)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Admitting information	Comprehension Detail/inference Information reports
Writing	Transfer data	Classification Terminology Logic

Duty D Performing Receptionist Functions

1 Assist physicians with chart completion
2 Handle telephone calls
3 Promote good office relations
4 Release information to visitors

53

(TASK STATEMENT) ASSIST PHYSICIANS WITH CHART COMPLETION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Physician's file Patient's chart Dictating equipment Basic office supplies Booth or desk (work area for physician)	Greet physician and locate his incomplete record Assist physician in locating deficiencies in individual charts Check for completion of the record Route to next process file, if record is complete Refile in physician's file, if record is incomplete A physician's time is most valuable, and if his or her task can be made easier, every effort should be made to assist him or her	

DECISIONS	CUES	ERRORS
Determine if chart is complete	Apparent deficiencies	Misfiling information Failure to point out deficiencies to doctor

(TASK STATEMENT) ASSIST PHYSICIANS WITH CHART COMPLETION

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Conversation with physician	Courtesy and tact Cheerfulness Vocabulary Clarity of expression
Viewing	Chart for deficiencies	Visual analysis Logic

(TASK STATEMENT) HANDLE TELEPHONE CALLS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Telephone Message forms Basic office supplies	Answer phone giving proper identification Identify caller and purpose of call and note on message form Determine validity of request for information and authorization if applicable Answer inquiries with appropriate information or refer to appropriate individual or department Follow through if return call is needed	

DECISIONS	CUES	ERRORS
Determine information to be given/recorded	Type of call Institution's policy	Violation of telephone technique and etiquette Accidentally cutting off of caller Office image is often projected through handling telephone calls

(TASK STATEMENT) HANDLE TELEPHONE CALLS

SCIENCE	MATH – NUMBER SYSTEMS

LS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Telephone call	Clarity of expression Correct grammar Appropriate diction Process instruction – oral Exercise tact when denying information
Writing	Recording message	Penmanship Classification

57

(TASK STATEMENT) PROMOTE GOOD OFFICE RELATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
	Always maintain a courteous and pleasant attitude Use tact in dealing with other departments, physicians, and the public Maintain a neat, attractive appearance Provide comfort for physicians and visitors to the department	Loss of emotional control under stress Good working relationships with physicians, other departments, and outside agencies are essential for maximum efficiency and effectiveness
DECISIONS	**CUES**	**ERRORS**

(TASK STATEMENT) PROMOTE GOOD OFFICE RELATIONS

SCIENCE	MATH – NUMBER SYSTEMS
Professionalism: Maintain capacity to foster trust, confidentiality, and cooperation; to generate integrity, to cope with conflict behavior, to function efficiently when encountering fast changing, multiple, personal or situational varibles, and to exibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Supervision: Grant conscious attention to smoothly flowing team work, maintain regard for differing views on maximum efficiency of the operations, exhibit capacity to acertain best service for the particular party type requested, show and describe facilities with appropriate speed and clarity, and communicate pride in establishment	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Co-workers, physicians, visitors	Courtesy and tact Cheerfulness
Listening	Co-workers, physicians, visitors	Auditory discrimination Discriminate facts from non-facts Recognize opinions Concentration Logic

(TASK STATEMENT) RELEASE INFORMATION TO VISITORS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Patient's chart Copy machine Typewriter (desirable) Basic office supplies Reception or waiting area in department would be desirable	Greet visitors Determine validity of request and authorization if applicable Refer requests to appropriate department, if request is made for information not available in the Medical Records Department Locate chart Copy or abstract appropriate information Give requested information to visitor File request and/or authorization	Patient medical information is used by various agencies for legal, medical, and insurance purposes. Patient has primary interest in his/her medical information, and upon proper authorization it should be made available to his/her representatives
DECISIONS	**CUES**	**ERRORS**
Determine when to give out confidential information	ospital policy	Unauthorized or invalid request or bullying information from clerk

(TASK STATEMENT) RELEASE INFORMATION TO VISITORS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Give information	Clarity of expression Correct grammar Appropriate diction Process instruction--oral
Writing	Copy or abstract information	Penmanship, spelling, classification, logic

Duty E

Performing Record Storage and Retrieval

1 File and retrieve charts from appropriate process files
2 Microfilm records

62

(TASK STATEMENT) FILE AND RETRIEVE CHARTS FROM APPROPRIATE PROCESS FILES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Filing equipment (shelves, cabinets, etc.) Patient charts Patient folders	Place charts in proper order in appropriate file Locate and obtain chart from specified file Implement sign-out procedure as dictated by local directive	

DECISIONS	CUES	ERRORS
Discriminate between appropriate process shelves (index files, physician's incomplete charts files, dictation folder, Medical Staff Review Committee files) Discriminate between appropriate filing system, i.e., alphabetic, numeric, terminal digit	Institution's policy	Overlooking chart Misfiling will lead to delayed retrieval of record, which could in turn lead to delayed treatment of patient, if needed in an emergency situation. Chart might not be included in appropriate studies or may deviate from standard process flow of the record

(TASK STATEMENT) FILE AND RETRIEVE CHARTS FROM APPROPRIATE PROCESS FILES

SCIENCE	MATH – NUMBER SYSTEMS
	Locate by approximation rational numbers and integers on the number line (sequential ordering)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Files	Visual analysis, recognition of symbols, codes, and emblems, logic
Writing	Sign out/in files	Penmanship, spelling, classification, logic

(TASK STATEMENT) MICROFILM RECORDS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Patient's chart Basic office supplies Microfilm camera (optional) Microfilm developed (optional) Microfilm reader/pringer Microfilm reproducer (optional) File for storage Film	Prepare charts for microfilming Film pages of charts Process microfilm (in house or by service) Check processed microfilm for clarity and completeness Store in appropriate file	

DECISIONS	CUES	ERRORS
Determine time schedules for microfilming	Institution's policy	Failure to maintain proper sequence of charts on film

59

(TASK STATEMENT) MICROFILM RECORDS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Equipment instructions	Comprehension Detail/inference Description of mechanism
Viewing	Charts, finished microfilm	Visual analysis Detail/inference Logic

Duty F Preparing Statistical Reports

1 Prepare manually statistical reports for administration
2 Prepare statistical reports for area health planning agency

67

(TASK STATEMENT) PREPARE MANUALLY STATISTICAL REPORTS FOR ADMINISTRATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Statistical report forms Typewriter Calculator (desirable) Basic office supplies Copy machine Data processing systems output Data from other departments (if appropriate)	Gather data necessary for report Do the necessary computations on the data Prepare the data in tabular form--supplementing the data with visual aids if desirable Make copies and distribute copies to appropriate departments File office copy Note: administration uses statistical reports for projected growth studies, future planning, possible purchases, bed allocation, etc.	

DECISIONS	CUES	ERRORS
Determine inconsistencies in data	Check tape with original data	Reversal errors Recording figures in wrong columns Inaccurate information used in projection reports

(TASK STATEMENT) PREPARE MANUALLY STATISTICAL REPORTS FOR ADMINISTRATION

SCIENCE	MATH – NUMBER SYSTEMS
	Addition, subtraction, multiplication, and division

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Charts, reports	Comprehension Detail/inference Terminology
Writing	Transfer data	Classification Statistical format Logic

(TASK STATEMENT) PREPARE STATISTICAL REPORTS FOR AREA HEALTH PLANNING AGENCY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Health planning agency forms Typewriter Calculator (desirable) Basic office supplies Copy machine Data processing systems output Data from other departments (if appropriate)	Gather data necessary for report Do the necessary computations on the data Prepare the data in tabular form--supplementing the data with visual aids if desirable Make copies and distribute copies to appropriate departments File office copy Note: area health planning agencies use these figures for projecting future growth allowing bed expansion in facilities, approving purchases of new equipment, etc.	

DECISIONS	CUES	ERRORS
Determine inconsistencies in data	Check tape to original data	Inaccurate information used in projection reports

(TASK STATEMENT) PREPARE STATISTICAL REPORTS FOR AREA HEALTH PLANNING AGENCY

SCIENCE	MATH – NUMBER SYSTEMS
	Addition, subtraction, multiplication, and division

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Charts, reports	Comprehension Detail/interence Terminology
Writing	Transfer data	Classification Form format Logic

Duty G Preparing Birth and Death Certificates and Infant Releases

1 Obtain additional information from parent or other informant
2 Type certificate

72

(TASK STATEMENT) OBTAIN ADDITIONAL INFORMATION FROM PARENT OR OTHER INFORMANT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Birth and death certificates Infant release forms Typewriter Office supplies Patient's folder Telephone and directory	Contact family for information Record information on certificate or release form Route form to appropriate individual, facility, or department Note: birth and death certificates must be completed in full before being filed as all information is considered essential	
DECISIONS	**CUES**	**ERRORS**
Determine accuracy of information	Inconsistencies	Misrecording of information

(TASK STATEMENT) OBTAIN ADDITIONAL INFORMATION FROM PARENT OR OTHER INFORMANT

SCIENCE	MATH – NUMBER SYSTEMS
Professionalism: Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Request information	Clarity of expression Courtesy and tact
Listening	Obtain information	Discriminate facts from non-facts Recognize opinions Logic Note taking
Writing	Record information	Classification Description Terminology Logic

(TASK STATEMENT) TYPE CERTIFICATE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Birth or death certificates Typewriter Office supplies Patient's folder	Type certificate without any errors Route original and copy to appropriate area Note: hospital may issue complimentary birth certificates which may be completed and routed to the proper individual Note: local directives will determine where copies are to be routed	Legal hazard: birth and death certificates are required by health departments to be filed without error and complete

DECISIONS	CUES	ERRORS
Determine accuracy and completeness of certificate	Original source of data	Typing errors

(TASK STATEMENT) TYPE CERTIFICATE

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Patient's reports	Comprehension Detail/inference Informational reports Progress reports Terminology
Writing	Transfer data	Classification Logic

Duty H Releasing Patient Information

1 Comply with subpoenas
2 Maintain register of requests and released information
3 Provide security for medical records
4 Respond to personal requests
5 Respond to telephone requests
6 Respond to written requests
7 Type insurance diagnoses on forms for the business office

77

(TASK STATEMENT) COMPLY WITH SUBPOENAS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Subpoena Patient chart Transportation to courthouse Telephone and directory	Upon receipt of subpoena, call appropriate attorney to verify time and date of court appearance Take records to court Testify in court if needed	

DECISIONS	CUES	ERRORS
Determine proper procedure	Directives may differ with this task in that copy of records may accompany original record to court. Medical record clerk may not be designated to take records to court, etc.	Forgetting about scheduled appearance Interpreting medical information instead of just reading it Failure to respond to court orders is illegal

(TASK STATEMENT) COMPLY WITH SUBPOENA

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Read information	Appropriate diction, clarity of expression, and enunciation
Reading	Records	Comprehension
		Terminology

(TASK STATEMENT) MAINTAIN REGISTERS OF REQUESTS AND RELEASED INFORMATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Abstract ledger (loose-leaf desirable) Basic office supplies Typewriter (optional)	Record name, destination, date sent, and any other pertinent information in register Note: records must be maintained as to where and to whom information was sent in order to avoid duplication of this task	

DECISIONS	CUES	ERRORS

(TASK STATEMENT) MAINTAIN REGISTERS OF REQUESTS AND RELEASED INFORMATION

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Transfer data	Classification Logic

(TASK STATEMENT) PROVIDE SECURITY FOR MEDICAL RECORDS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Medical records	Insure that any request for medical information is legitimate and proper Do not discuss individual patient data indiscriminately or in other than work context	

DECISIONS	CUES	ERRORS
Determine validity of request for information	Institution's policy	Medical records information is of a highly personal nature to the patient and constitutes an invasion of privacy suit if released indiscriminately

(TASK STATEMENT) PROVIDE SECURITY FOR MEDICAL RECORDS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Requests for information	Detection of propaganda devices Discriminate facts from non-facts Recognize opinions Logic Concentration
Speaking	Reply to request	Logic Terminology Enunciation

(TASK STATEMENT) RESPOND TO PERSONAL REQUESTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Patient chart Copy machine Typewriter (desirable) Basic office supplies Reception or waiting area in department would be desirable	Greet visitors Determine validity of request and authorization if applicable If request is made for information not available in the Medical Records Department, refer requests to appropriate department Locate chart Copy or abstract appropriate information Give requested information to visitor File request and/or authorization Note: patient medical information is used by various agencies for legal, medical, and insurance purposes. Patient has primary interest in his/her medical information, and upon proper authorization it should be made available to his/her representatives	

DECISIONS	CUES	ERRORS
Determine when to give out confidential information	Institution's policy	Unauthorized or invalid request or bullying information from clerk

(TASK STATEMENT) RESPOND TO PERSONAL REQUESTS

SCIENCE	MATH – NUMBER SYSTEMS
Professionalism Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Reply to requests	Clarity of expression Correct grammar Appropriate diction Process instruction - oral Exercise tact when denying information
Listening	Personal requests	Detection of propaganda devices Discriminate facts from non-facts Recognize opinions Logic

(TASK STATEMENT) RESPOND TO TELEPHONE REQUESTS

TOOLS, EQUIPMENT MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Telephone Patient's chart Message pad Basic office supplies Physician's directory	Record name and number of caller along with appropriate information to identify patient Refer the requesting party to appropriate department if the request is made for information not available in the Medical Records Department Verify the phone number and return the call with the requested information if the request is made by a member of the medical staff Note: release of medical information over the phone to persons other than the facility's medical staff is inappropriate except in cases of extreme emergency. In all other cases except emergencies requested, proper authorization is necessary in writing	

DECISIONS	CUES	ERRORS
Determine when to give out confidential information	Institution's policy	Releasing information to unverified or unauthorized party

(TASK STATEMENT) RESPOND TO TELEPHONE REQUESTS

SCIENCE	MATH – NUMBER SYSTEMS
Professionalism Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Reply to requests	Exercise tact when denying information Clarity of expression Appropriate diction Process instruction - oral Correct grammar
Listening	Telephone requests	Detection of propaganda devices Discriminate facts from non-facts Recognize opinions Logic

(TASK STATEMENT) RESPOND TO WRITTEN REQUESTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Written request Patient's chart Basic office supplies Typewriter Copy machine	Determine validity of request and authorization Refer request to appropriate department if request is made for information not available in the Medical Records Department Locate chart Copy or abstract appropriate information Mail to requesting facility File request or authorization Note: Patient medical information is used by various agencies for legal, medical, and insurance purposes. Patient has primary interest in his/her medical information and upon proper authorization it should be made available to his/her representatives.	

DECISIONS	CUES	ERRORS
Determine who is charged for information, propriety of authorization	Institution's procedure	Release of information to unauthorized party

(TASK STATEMENT) RESPOND TO WRITTEN REQUESTS

SCIENCE	MATH – NUMBER SYSTEMS
	Note: if and when charges are made for copies of information, very basic accounting principles will be necessary

48

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Reply to written request	Clarity of expression Vocabulary Good grammar Spelling Process instruction - written
Reading	Written request	Comprehension Detail/inference Medical terminology

(TASK STATEMENT) TYPE INSURANCE DIAGNOSIS ON FORMS FOR THE BUSINESS OFFICE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Insurance diagnosis forms Office supplies Typewriter Patient's chart	Sort and summarize pertinent information Complete insurance diagnosis form Route to business office	

DECISIONS	CUES	ERRORS
Determine accuracy and completeness of information	Original source of data	Diagnosis on wrong form Misspelling diagnosis Health facility business office cannot bill insurance companies without this information

(TASK STATEMENT) TYPE INSURANCE DIAGNOSIS ON FORMS FOR THE BUSINESS OFFICE

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Charts, forms	Comprehension Detail/inference Informational reports Medical terminology Instructions
Writing	Filling out forms	Classification Description Medical terminology Logic

Duty I Transcribing Medical Reports

1 Maintain a daily production record and log of dictation
2 Maintain equipment in working order
3 Perform filing, mailing, and charting functions
4 Transcribe medical information from transcribing station
5 Transcribe medical information using automatic typewriters

(TASK STATEMENT) MAINTAIN A DAILY PRODUCTION RECORD AND LOG OF DICTATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Daily production record form Basic office supplies Dictation/transcription log Measuring device (rulers, meters, gauges, etc.)	Compute and record production figure in accepted standard of measurement (words, lines, meter readings, etc.) Record dictator, type of report and other pertinent information into dictation log	

DECISIONS	CUES	ERRORS
Determine accuracy of computation	Apparent discrepancies	Errors in computation can result in errors in formulating intra-office procedures, personnel allocations, and possible implementation of automated equipment

(TASK STATEMENT) MAINTAIN A DAILY PRODUCTION RECORD AND LOG OF DICTATION

SCIENCE	MATH – NUMBER SYSTEMS
	Adding, multiplying

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Production log	Comprehension Detail/inference
Writing	Transfer of data	Classification Clarity of expression Logic

(TASK STATEMENT) MAINTAIN EQUIPMENT IN WORKING ORDER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Transcribing and dictating equipment Supply items for equipment (ribbons, recording medium if appropriate, cleaning supplies) Service contract (if applicable) Repair request procedure (work orders, work request slips, telephone contact) Telephone	Inspect equipment daily for proper working order Take immediate action to correct any malfunction of machine Clearly specify malfunction for repairperson Retest equipment for proper working order after repairs are made Follow recommended preventive maintenance program Utilize supply items as needed	

DECISIONS	CUES	ERRORS
Determine extent of malfunction or priority of service call	Any abnormal occurrances in machine operation	Allowing minor malfunctions to exist Failure to maintain preventive maintenance program Delay in turn-around time of dictated reports

96

(TASK STATEMENT) MAINTAIN EQUIPMENT IN WORKING ORDER

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Request repairs	Clarity of expression Vocabulary
Viewing	Inspect equipment	Visual analysis Describing Logic Detail/inference Recognition of symbols, codes, and emblems

(TASK STATEMENT) PERFORM FILING, MAILING, AND CHARTING FUNCTIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Correspondence material (letters, envelopes) Typed reports Patient's chart Physician's directory Basic office supplies Typewriter	Sort copies and distribute through inter-office mail Send outgoing mail to appropriate individuals Attach appropriate typed reports to chart File copy in appropriate area	

DECISIONS	CUES	ERRORS
Discriminate between destinations of materials	Note on dictated material where copy is to be sent	Misfiling of information A report is of no value to the physician and health care team until it is attached to the patient's chart

(TASK STATEMENT) PERFORM FILING, MAILING, AND CHARTING FUNCTIONS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Sort material	Visual analysis Describing Logic Recognition of symbols, emblems, and codes

(TASK STATEMENT) TRANSCRIBE MEDICAL INFORMATION FROM TRANSCRIBING STATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Transcribing machines Typewriter (automatic preferred) Basic office supplies Medical dictionary Regular dictionary Other medical references Medical correspondence on belts or discs Note: there is a great variety of types of dictating and transcribing equipment	Operate transcriber Type jobs in acceptable form	
DECISIONS	**CUES**	**ERRORS**
Interpret doctor's meaning versus actual dictation Determine number of copies per type of document and acceptable format	Recognizing unclear statements or erroneous information in dictation Department policies	Misunderstanding of dictation, i.e., dictator's voice is unclear or has accent Transcription services are provided to physician's in order to assist them in their primary goal of patient care. Timely completion of these reports is essential also for this goal. Use proper care in handling various recording equipment (endless loop; tanks; magnetic belt, discs, card and tapes; cassettes; and plastic belts and discs.)

(TASK STATEMENT) TRANSCRIBE MEDICAL INFORMATION FROM TRANSCRIBING STATION

SCIENCE	MATH – NUMBER SYSTEMS
Effects of temperature, humidity, magnetism on recording equipment	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Transcribe information	Clarity of expression Spelling Good grammar Details and inference Logic Technical terminology - medical
Listening	Recording information	Auditory discrimination Concentration Logic Noise discrimination

(TASK STATEMENT) TRANSCRIBE MEDICAL INFORMATION USING AUTOMATED TYPEWRITERS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Automatic typewriters (MTST, MCST, Ty-Data, Wang, Remington, Redactron, Olivetti, etc.)	Follow equipment manual for usage and special applications Operate transcriber Type jobs in acceptable form	

DECISIONS	CUES	ERRORS
Interpretation of doctor's meaning versus actual dictation Determine number of copies per type of document and acceptable format	Recognizing unclear statement or erroneous information in dictation Department policies	Misprogramming the materials Sub-standard reports would produce a poor departmental image

(TASK STATEMENT) TRANSCRIBE MEDICAL INFORMATION USING AUTOMATED TYPEWRITERS

SCIENCE	MATH – NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Transcribe information	Technical terminology - medical Clarity of expression Spelling Good grammar Details and inferences Logic
Listening	Recorded information	Auditory discrimination Noise discrimination Concentration Logic